

CLAIMS

1. A method of monitoring an office machine communicatively coupled to a network, comprising:

transmitting status information of the office machine over the Internet;

receiving the status information at a monitoring device, wherein the status information passes through a firewall associated with the monitoring device prior to being received by the monitoring device; and

storing the status information in a database associated with the monitoring device, wherein the status information is stored in association with an identifier that uniquely identifies the office machine.

2. The method of claim 1, wherein the office machine is a printer.

3. The method of claim 1, wherein the office machine is a digital copier.

4. The method of claim 1, wherein the office machine is a facsimile machine.

5. The method of claim 1, wherein the transmitting step comprises:

transmitting status information of the office machine as an electronic mail message over the Internet.

6. The method of claim 1, further comprising:  
storing a serial number of the office machine in the database in association with the status information.

7. The method of claim 1, further comprising:  
storing model information of the office machine in the database in association with the status information.

8. The method of claim 1, further comprising:  
storing attachment information of the office machine in the database in association with the status information.

9. The method of claim 1, further comprising:  
storing a collection date in association with the status information, wherein the collection date indicates a date that the status information was received at the monitoring device.

10. A system for monitoring an office machine communicatively coupled to a network, comprising:  
means for transmitting status information of the office machine over the Internet;

means for receiving the status information at a monitoring device, wherein the status information passes through a firewall associated with the monitoring device prior to being received by the monitoring device; and

means for storing the status information in a database associated with the monitoring device, wherein the status information is stored in association with an identifier that uniquely identifies the office machine.

11. The system of claim 10, wherein the office machine is a printer.

12. The system of claim 10, wherein the office machine is a digital copier.

13. The system of claim 10, wherein the office machine is a facsimile machine.

14. The system of claim 10, wherein the means for transmitting comprises:

means for transmitting status information of the office machine as an electronic mail message over the Internet.

15. The system of claim 10, further comprising:

means for storing a serial number of the office machine in the database in association with the status information.

16. The system of claim 10, further comprising:

means for storing model information of the office machine in the database in association with the status information.

17. The system of claim 10, further comprising:

means for storing attachment information of the office machine in the database in association with the status information.

18. The system of claim 10, further comprising:

means for storing a collection date in association with the status information, wherein the collection date indicates a date that the status information was received at the monitoring device.

19. A computer program product having a computer usable medium for monitoring an office machine communicatively coupled to a network, comprising:

instructions for transmitting status information of the office machine over the Internet;

instructions for receiving the status information at a monitoring device, wherein the status information passes

through a firewall associated with the monitoring device prior to being received by the monitoring device; and

instructions for storing the status information in a database associated with the monitoring device, wherein the status information is stored in association with an identifier that uniquely identifies the office machine.

20. The computer program product of claim 19, wherein the office machine is a printer.

21. The computer program product of claim 19, wherein the office machine is a digital copier.

22. The computer program product of claim 19, wherein the office machine is a facsimile machine.

23. The computer program product of claim 19, wherein the instructions for transmitting comprise:

instructions for transmitting status information of the office machine as an electronic mail message over the Internet.

24. The computer program product of claim 19, further comprising:

instructions for storing a serial number of the office machine in the database in association with the status information.

25. The computer program product of claim 19, further comprising:

instructions for storing model information of the office machine in the database in association with the status information.

26. The computer program product of claim 19, further comprising:

instructions for storing attachment information of the office machine in the database in association with the status information.

27. The computer program product of claim 19, further comprising:

instructions for storing a collection date in association with the status information, wherein the collection date indicates a date that the status information was received at the monitoring device.